

# Communication Assistant Series

Enhanced Communications Solutions



**Productivity Application Suite**



KX-NCP1000  
KX-NCP500

# Panasonic ideas for life

# Enhanced Communications S

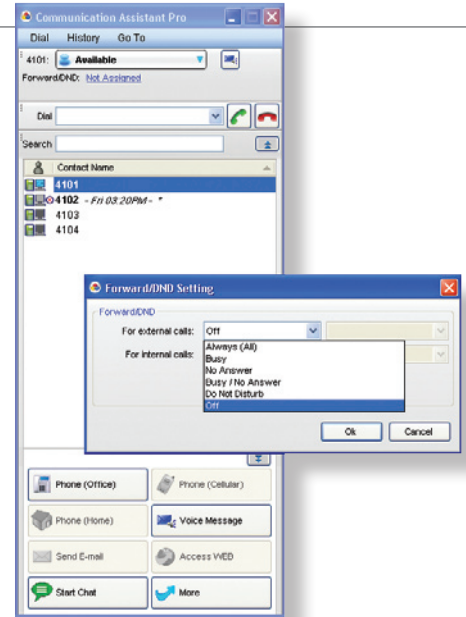
**Customized communication solutions for business that leverages today's best technologies.**

Using a combination of advanced telephony products along with other IP-enabled applications, Panasonic provides richer, fully-capable business communication solutions for your business today.

## CA – Communication Assistant Productivity Application Suite

**Communication Assistant is a highly-intuitive PC-based application suite and provides a number of features including:**

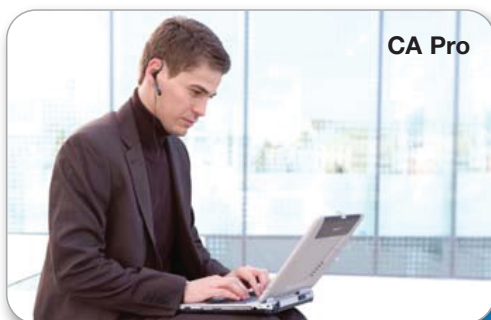
- Enhanced Voice Messaging (VMA)
- Instant Messaging (Chat)
- Presence
- Microsoft® Outlook® Integration
- CRM Integration (TAPI)
- Softphone



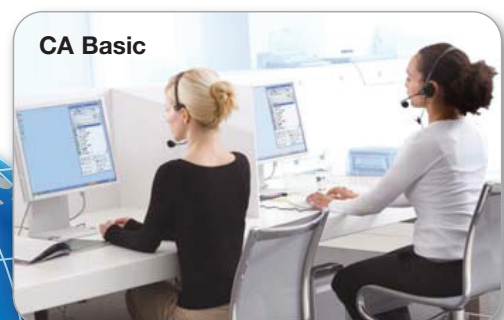
**Communication is key to running a successful business, whether you are small or large. Communication bottle-necks can seriously affect customer service, damage client relationships and lower productivity.**

Panasonic Enhanced Communication productivity suites offer an affordable, flexible, and reliable solution that can deliver improvements such as:

- Increase Revenue
- Enhance Customer Satisfaction
- Strengthen your competitive position
- Reduce Cost
- Improve Employee Productivity
- Address the challenges of Mobility and Market Globalization



Remote Worker using Softphone



Office workers



Office worker checking Voice Mail



Supervisor supporting team members

# Solutions from Panasonic

**Communication Assistant productivity suite removes communication obstacles, improves productivity and significantly delivers on a strong ROI.**

Panasonic offers a variety of functionality levels from standard with CA Basic through enhanced with CA Pro to meet any need:

Mode	Targeted Solution	Benefits
Communication Assistant Basic	Point and click unified communications for desk based or remote workers.	Helps you visually control all your communications from your PC.
Communication Assistant Pro	Point and click unified communications for desk based or remote workers. Provides users with real-time rich presence information.	Helps you visually control all your communications from your PC. Stay informed of users availability where ever they may be.
Communication Assistant Supervisor	Team supervisors to monitor employees' call activities.	Helps you to visually manage all your group members telephony activities.
VoiceMail Assistant Module	Enables access to unified messaging.	Allows users to check their voicemail messages visually from PC as well as forward messages to others as .wav files.

## VM Assistant – Flexible, Easy-to-Use, Unified Messaging

Access any voice messages you have and in the order that you prefer to retrieve them. All you need is a computer with network access with VM Assistant.

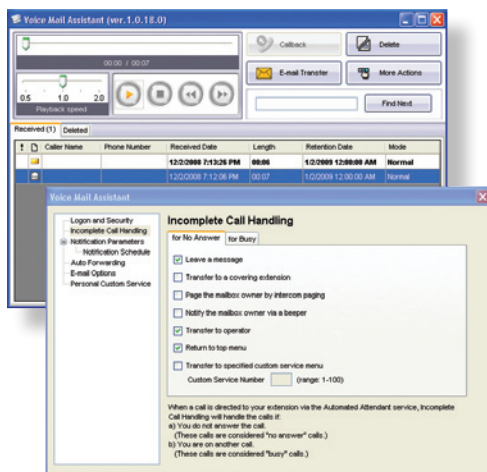
Additionally, companies using the optional KX-TVA voice Messaging solution can use Communication Assistant to visually manage their voice mails with Voice Mail Assistant. This allows you to:

- Visually see their voicemail messages
- Play and pause messages
- Skip messages forward or rewind messages
- Change the playback speed
- Delete unwanted messages
- Change and administer voice mailbox options
- Export messages to their PC

## Communication Assistant – IP Softphone

The Panasonic Communications Assistant IP Softphone module allows road warriors, sales and support staff or any other power user to use their computer as an IP Phone for anytime, anywhere access to the unified communication features of the Panasonic Enhanced Communications suite.

Simply connect to the corporate network to enable the IP Softphone. IP Softphone provides the corporate teleworker and remote or traveling employees the ability to connect to the Panasonic NCP platform just as if you were in the office, providing cost-effective VoIP communications and access to advanced desktop productivity applications such as Communication Assistant.



- Call back the person who has left the message
- Send a message as email attachment



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Solutions



## Key Features

- Point and click call control
- Presence Functionality
- Instant Messaging
- Visual Voice Mail access
- Unified Communication (integrated with the TVA50/200)
- Integration with Microsoft® Outlook®
- Call History logging
- Desktop Call Center Applications
- Agent Log In/ Log out and Wrap Up
- Supervisor Call Group Monitoring
- Compatible with Hard and Soft Phone Options
- Separate Server Not Required

## Specifications

	CA BASIC	CA PRO	CA SUPERVISOR
Free Keys <sup>3</sup>	5 Users	2 Users (60-day Trial)	None
Additional Users	Key Required	Key Required	Key Required
Maximum Users	Limited to Max. Users in NCP	Limited to Max. Users in NCP	4
Presence	Yes (Must be clicked)	Yes	Yes
Instant Messaging (Chat)	Yes	Yes	Yes
Call History (Entries)	10	1000	1000
Contact (Entries)	10	1000	1000
Microsoft Office® Integration	Yes	Yes	Yes
IP Softphone Module	Key Required	Key Required	Key Required

Notes:

1. All Keys are installed in the KX-NCP platform via system programming tool.

2. Number of Softphone users is limited by the NCP system capacity.

3. 5 Basic CA keys are included at no charge and ship with the NCP system.

2 Pro keys are also included (60 day free trial).

## Requirements

Systems	
Communication Platforms	KX-NCP500, KX-NCP1000
Messaging	KX-TVA50, KX-TVA200
Communication Link	TCP/IP (LAN)
System Phones	Digital proprietary telephone (DPT)
	IP telephone (IP)
	Single line telephone (SLT)
	Softphone
Client PC Hardware	
CPU	Intel® Core™ / Pentium® / Celeron® or comparable 2.0GHz (or higher)
RAM (Memory)	512MB (or higher)
Hard Drive	2.0GB Free Space
Display	1280 x 1024
LAN (Ethernet)	100BaseT
Client PC Software	
Operating System	Windows® XP® / Vista®

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## Communication Assistant Keys

Model	Type / Description
KX-NCS2101	CA Basic (1 User)
KX-NCS2105	CA Basic (5 Users)
KX-NCS2110	CA Basic (10 Users)
KX-NCS2201	CA Pro (1 User)
KX-NCS2205	CA Pro (5 Users)
KX-NCS2210	CA Pro (10 Users)
KX-NCS2301	CA Supervisor (1 User)
KX-NCS3204	CA Supervisor (4 Users)
KX-NCS3208	CA Supervisor (8 Users)
KX-NCS3216	CA Supervisor (16 Users)

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For hearing or speech impaired TTY users:  
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